State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

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December 22, 2003

<u>Statewide Information Systems Technical Memorandum 04-02</u>

To: Technical Coordinators

Subject: Technical Bulletins 04-02 and 04-03
               SAP GUI 4.6D Troubleshooting Guide
               ISIS HR Printing Troubleshooting Guide

Two new Technical Bulletins have been posted on the OIS web site.

Technical Bulletin 04-02, SAP GUI 4.6D Troubleshooting Guide can be viewed at www.doa.louisiana.gov/osis/usersupport/technical/Bulletins/04-02_SAPGUI_46D_Troubleshooting.pdf. The information in the bulletin is intended to assist you and your staff in troubleshooting and resolving problems that SAP users in your agency may experience .

In addition, Technical Bulletin 04-03, ISIS HR Printing Troubleshooting Guide is posted at http://www.doa.louisiana.gov/osis/usersupport/technical/Bulletins/04-03_ISIS_HR_Printing_Troubleshooting.pdf. Its purpose is to provide assistance in resolving ISIS HR printing problems within your agency.

Individual users should not contact the Help Desk with technical problems; all calls should come from the technical coordinator or other technical staff members.

Please contact the ISIS Help Desk at 342-2677 if you have any questions.

AT/pg

c: Whit Kling, Deputy Undersecretary
    Employee Administrators
    HR Managers